



**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INFORMATION TECHNOLOGY**

**FINAL EXAMINATION
JULY 2018 SEMESTER**

COURSE CODE : IKB31103
COURSE NAME : BUSINESS CONTINUITY PLANNING
**PROGRAMME NAME : BACHELOR OF INFORMATION TECHNOLOGY
(HONS) IN COMPUTER SYSTEM SECURITY**
DATE : 04 DECEMBER 2018
TIME : 2.00 pm – 4.00 pm
DURATION : 2 HOURS

INSTRUCTIONS TO CANDIDATES

- 1. Please read the instructions given in the question paper CAREFULLY.**
- 2. This question paper is printed on both sides of the paper.**
- 3. This question paper consists of ONLY ONE (1) Section, SECTION A.**
- 4. Answer ALL questions in SECTION A.**
- 5. Please write your answers on the answer booklet provided.**
- 6. Answer ALL questions in English language ONLY.**

THERE ARE 4 PAGES OF QUESTIONS, INCLUDING THIS PAGE.

SECTION A (Total: 100 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet given.****ALL Questions are related to the case below:****Business Continuity Case Study: Worldpay**

ISO 22301 is the international standard complementing any organisation's Business Continuity Planning (BCP) policy and implementation. It can help to identify and manage current and future threats to business, take a proactive approach to minimizing the impacts of incidents, minimize downtime and improve recovery time, and demonstrate resilience to customers and suppliers. Different organizations have benefited from implementing the standard including Worldpay, a global leader in payment processing. Worldpay provides an extensive range of technology-led payment products and services to over 400,000 customers. It helps businesses of all sizes to grow and prosper by enabling them to accept the widest range of payment types around the world. Using its secure and reliable technology and network, Worldpay is able to process payments from geographies covering 99% of global GDP, across 146 countries and 126 currencies, offering over 300 payment methods.

On a typical day, Worldpay processes 31 million mobile, online and instore transactions. Its solutions focuses on data security, security in data management, incident management and disaster recovery. Therefore, the company holds certification for ISO 22301 Business Continuity Management System (BCMS). Worldpay choose the journey to be ISO-certified when it realizes the advantages specifically in challenging itself to improve its already high standards of security and reliability, and in meeting the increasing expectations of business customers in its large, rapidly expanding marketplace. Worldpay has found that implementing the standard "has never been a problem" because the company has always had a clear business vision and committed leadership who "walked the talk", harnessing the support of management and staff. The standard has also given a structure to identify risks to the business and managing them.

(Source: <https://www.bsigroup.com/en-GB/iso-22301-business-continuity/case-studies/>)

Question 1

- (a) Define the objective and purpose of Worldpay's Business Continuity Planning (BCP) in the event of disruption.

(10 marks)

- (b) List **FIVE (5)** types of disruption based on the events related to online payment across the globe.

(5 marks)

- (c) Explain the level of disruption in term of impact and likelihood. Choose any **FIVE (5)** events.

(10 marks)

Question 2

- (a) Illustrate Worldpay's BCP Organisation Chart.

(5 marks)

- (b) For each BCP team identified, what are their roles, responsibilities and respective activities?

(10 marks)

- (c) Explain about the BCP teams' staffing skills related to training and disaster scenario.

(10 marks)

Question 3

(a) What are the actions taken by Worldpay in the occurrence of data breach with unintentional release of customers' private data?

(10 marks)

(b) Describe the mitigation in term of management procedures to handle data breach.

(10 marks)

(c) Give **FIVE (5)** example of policies to protect data storage and backup in Worldpay.

(5 marks)

Question 4

(a) Draw a diagram/table to show how detail damage assessment is carried out to handle downtime due to disruption in the network or host server.

(10 marks)

(b) Similarly draw another diagram/table to illustrate business recovery phase with adequate operations recovered to continue business processes.

(10 marks)

(c) List **FIVE (5)** aspects that can assist Worldpay during the business recovery phase.

(5 marks)

END OF EXAMINATION PAPER